

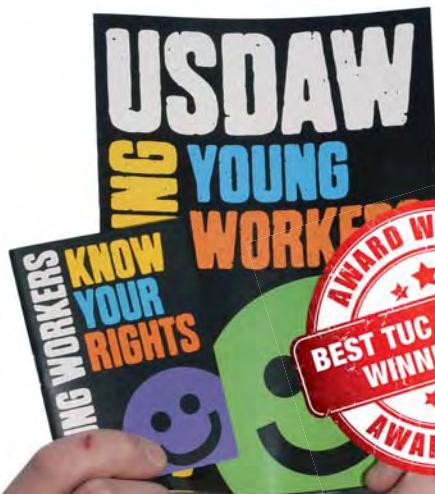
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SUMMER 2015

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*Young workers win
with Usdaw's support*

ADM

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The magazine of the Union of Shop, Distributive and Allied Workers



General secretary John Hannett Time to reflect on Labour's defeat

The result of the 2015 general election will see five years of Conservative government, which does not bode well for our members and their families.

We can expect more cuts to in-work benefits, further attacks on workers' rights and more privatisation of the NHS. There is little to suggest in the Tories manifesto that the housing crisis will be tackled, wages will recover or fuel bills will fall. It's clear we are in for a tough five years.

In the meantime we must look to Labour to regroup and to discuss openly and honestly the best way forward for the Party, especially in light of the SNP's surge in Scotland. There is no quick or easy fix to the problems facing us, so now is not the time to rush into any decision on the leadership.

I'd like to thank all of our activists who helped out with Labour's election campaign. Of course we're disappointed but we have faced defeats like this before, most notably in 1992. It's worth remembering within five years of that Government winning it had imploded and Labour won power in 1997. It won't be easy but Labour needs its working activists to keep the Party rooted in the lives and experiences of the people it seeks to represent. So I would urge our activists to stick at it, get active in Labour and local politics and to continue to speak up for the concerns of our members in local, regional and national forums.

We've seen during the last five years the Conservatives are no friends of working people, but it's our duty as individuals and as an organisation to continue to speak up and fight for justice, equality and fairness at work.

John Hannett, General Secretary

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PUBLISHED BY

USDAW

188 Wilmslow Road,

Manchester M14 6LJ

T. 0161 224 2804

F. 0161 257 2566

E. arena@usdaw.org.uk

W. www.usdaw.org.uk

HEAD OF MEDIA & COMMUNICATIONS

Mike Glover

EDITOR

Peter Rees-Farrell

E. arena@usdaw.org.uk

REPORTER

Mairead Bradley

EDITORIAL ASSISTANT

Sarah Bailey

ADVERTISING & DESIGN

Century One Publishing

Alban Row, 27-31 Verulam Road,

St. Albans AL3 4DG

T. 01727 893 894

E. enquiries@centuryonepublishing.uk

W. www.centuryonepublishing.uk

ADVERTISING MANAGER

Jonathan Knight

T. 01727 739 193

E. jonathan@centuryonepublishing.uk

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Heena Gudka

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Union of Shop, Distributive
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DANGER ASBESTOS

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Legal blow

Workers lose out as European Court rejects Usdaw's appeal for fairness

case at the employment tribunal that backed the union's claim that all staff should be eligible for compensation regardless of the size of the store. However, the Coalition appealed the decision and it was referred to the CJEU.

General secretary John Hannett slammed the decision but vowed to fight on. "Our members are understandably heartbroken by this result," he said. "Our case is morally and logically robust, so this verdict is a kick in the teeth. But we will now turn our attention to seeking a change in the law to protect future redundant workers from suffering the same injustice. The election of a hostile government makes this all the more difficult but vulnerable workers deserve better from the legal system."

Image © Shutterstock/Sebastian Duda

Usdaw's fight for justice for former employees of Woolworths and Ethel Austin ended at the Court of Justice of the European Union (CJEU) in April after it rejected the union's case that members in stores with fewer

than 20 employees should be compensated for the lack of consultation by the firms' administrators.

The six-year legal battle began in 2009 and three years later Usdaw won a landmark

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News Labour's shock loss

Conservatives defy the polls to win a 12-seat majority and leave Labour trailing



UKIP's own ruling body.

Ed Miliband said it was 'time for someone else' to take over and that he was 'truly sorry' he did not succeed.

He pledged to: "Never give up on fighting for the Britain that

I believe in. We have come back before and this Party will come back again," he added.

Shadow chancellor Ed Balls was among the Labour Party's **big-name casualties** along with election campaign chief Douglas Alexander and its leader in Scotland Jim Murphy.

Determination

General secretary John Hannett **vowed** to continue the union's fight to protect jobs, improve wages, and to speak up for members on the NHS, housing, fuel bills and much more.

"This was a hugely disappointing and unexpected result," he said.

"But we have to **respect** the electorate's choice. If anything it shows we have to work even

harder to persuade voters that there is an alternative to the harsh austerity policies we've seen for the last five years.

"I want to **reassure** our members our campaigns continue, our determination to improve their rights at work continues and our fight for equality and justice continues whoever is in government.

"Many thanks too to all of our activists who played their part in Labour's campaign. We face another **tough five years** but we won't hesitate to meet those challenges.

"I want to see an honest and open debate about the Party's future, and who its leader should be, in the coming months."



Have your say on Labour's new leader

The Labour Party leadership election is now underway and Usdaw members will only get a vote if they sign up as a Labour Party supporter.

It's free for all members who pay the political levy.

Simply complete and return the enclosed form or sign up online at:

support.labour.org.uk/

Or call Usdaw's politics office on 0161 249 2452 to sign up by phone.

The Conservatives won an unexpected election victory in May, confounding the polls and winning an **overall majority**.

The Tories surprisingly won 330 seats while Labour trailed on 232.

In Scotland the SNP vote soared winning the Party 56 seats. In contrast the Lib Dem support collapsed leaving them with only eight seats. The turnout was 66 per cent.

Within hours of the result Labour leader Ed Miliband and Lib Dem leader Nick Clegg both **resigned** their leadership positions triggering an election in both Parties.

UKIP leader Nigel Farage also initially resigned although he withdrew his decision after his resignation was refused by



UK results (650 seats, not listed Northern Ireland - 18 seats, Speaker - one seat)

Party	Seats	Gain	Loss	+/-	VOTES
Conservative	330	34	11	+24	11,334,576
Labour	232	22	48	-26	9,347,304
Scottish National Party	56	50	0	+50	1,454,436
Liberal Democrat	8	0	49	-49	2,415,862
UKIP	1	1	0	+1	3,881,099
Green Party	1	0	0	0	1,157,613
Plaid Cymru	3	0	0	+0.9	181,704

UK vote share

Party	%
CON	36.9
LAB	30.4
UKIP	12.6
LD	7.9
SNP	4.7
GRN	3.8

UK vote share change since 2010

-%	+%
	UKIP +9.5
	SNP +3.1
	GRN +2.8
	LAB +1.5
	CON +0.8
-15.2 LD	

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Pay rise boost

Two year deal will see a full-timer's pay increase by £1,200 a year

Members at the Co-op Group will get a pay increase of between 8.5 - 10 per cent over the next two years following a new agreement between Usdaw and the Co-operative Employers Association.

More than 70 per cent of Co-op members voted in favour of the new deal.

The package includes proposals to simplify existing reward practices, improve

consistency and better align the Co-op to market practices among major food retailers.

National officer John Gorle welcomed the deal: "This represents a good step forward for staff and the increase applies to shop assistants and their supervisors in food stores and is worth at least £1,200 per year extra for a full-time worker."

In April the Co-operative Group revealed it made a profit

of £124m in 2014 compared with a loss of £255m in 2012. It said its food and funerals business had performed 'robustly'.

It is the UK's fifth-largest food retailer with almost 2,800 stores. In the last year, the group added 82 convenience stores and refurbished more than 700 stores. It plans to add another 100 outlets this year.

Contract improvement to replace zero hours

Meanwhile, staff on zero-hour contracts at Co-op Funeralcare are to be offered new contracts, with guaranteed hours and improved terms and conditions, following a ground-breaking agreement negotiated by Usdaw.

National Officer John Gorle said: "I am delighted that after 18-months of negotiations

we have reached a position where no member of staff will have to take a zero-hours contract. The new arrangements mean that the employees will have the security of income that allows them to properly plan their finances and the company can have the flexibility required in the funeral arrangements business."

Capital contribution *News*

A team of young activists were centre stage at the national event

Five of Usdaw's active reps made their mark at the national TUC Young Workers conference held in London in March.

Scottish delegate Bethany Stewart, 25, successfully moved a proposition calling for greater protection for workers on short-hour contracts while Eastern division's Dean Wilson, 25, was elected vice chair of the TUC's national forum for the next year.

Ricky Brown, 25, who works for DHL in Swindon, was at the conference for the first time. "It was a great event, full of committed and active young reps," he said. "Our proposition won unanimous support from all the other activists from across the trade union movement who know exactly how difficult short hours contracts can be.

"I came away enthused and keen to get more involved with our young workers."



Activists... (l-r) Ricky Brown, Steven McCleod, Arshid Mahmood, Callum Harrison and Bethany Stewart

For more information on the opportunities for young workers in Usdaw visit:



www.usdaw.org.uk



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Warning: Don't be anti-social!

arena talks to head of legal services
Louise Curtis about social media...



Think first!

Q Members are still getting into trouble with social media, why?

Members don't always understand social media and the effect it can have on their job and career. Privacy settings aren't always fully understood or as secure as you might think. There is nothing to stop a friend passing your comments on to others who you may not want to see them. Members say – that was just for my friends – but they forget their friends could be their manager or colleagues and if these posts are critical of the company or colleagues, or racist, sexist or homophobic then they'll be in trouble.

It's worth remembering we're all ambassadors for our company in one way or another.



Lessons to be learned

Q Have employees adjusted their behaviour to avoid social media perils?

Some people have learned their lesson and adjusted their settings. Many know not to post offensive material however, it's clear many are still posting potentially career-ending comments.

We get many cases where members have been dismissed for misuse of social media and often there is nothing we can do to help because we know it would be deemed as a fair dismissal under current law.

Training courses

Q Are employers doing enough to educate their workforce?

Many do but some don't. Social media is relatively new but it's changing at a fast pace. We now have Twitter, Snapchat, Instagram and more. Employers could run refresher courses or re-circulate their updated policy to existing staff to remind employees of the dos and don'ts. Obviously new staff should be left in no uncertain terms of the company's social media policy and the dangers of offensive posts.

Employees often sign the policy document but don't fully understand it and the implications of it. They should read it carefully and ask questions if necessary.





know your Rights



Damage limitation works

Q Why do companies protect their reputation so fiercely nowadays?

Employers rely on being trusted. We can see the damage the horse-meat scandal had on the big retailers and the supply chain, that damaged companies massively. Big businesses need to protect their reputation because if they don't it ultimately damages their profits.

Companies also have duties under the Equality Act to not discriminate against their staff or customers. We've seen members dismissed for insulting customers on social media often in a very offensive racist or sexist way and no employer or tribunal judge will have any sympathy for that employee in those situations.

Who's at most risk?

Q Is it just shopfloor workers who get disciplined or dismissed?

No anyone can be disciplined or sacked for the misuse of social media. Shopfloor workers and managers and in any industry. I know of civil servants, BBC staff, council workers, police workers, airline staff, and members of the armed forces who have been sacked. Young and old.

You can also be sacked for lying by revealing your actions on social media. We had a case recently where a member had phoned in sick and said she was unable to travel, but was shown to be driving a long distance to go on a holiday, this was seen on her Facebook page by her colleagues and manager and she was sacked.

The thing with social media is that the evidence is there in writing and on the internet forever. It's not like a 'he said/she said' situation or a conversation in the canteen where someone might be gossiping about someone but nobody finds out about it. So you have to be very careful what you post.

Starter for 10

Q What advice would you give to members?

Don't be a keyboard warrior. Don't put anything on social media you wouldn't say to someone's face. If that rule was followed people wouldn't get into so much trouble.

Never post if you are in a temper or bad mood. That applies to sending emails too. Write a draft but wait until the next day or two and reconsider whether it's a good idea to send or post.

Obviously, never post when you are drunk or even slightly under the influence. Things can look very different in the cold light of day. So sober up and think again.

The red mist

Q Can you understand someone, stressed out say, who takes to social media to vent their feelings?

Yes, work can be very stressful and sometimes people feel better for sharing their feelings but if this leads to criticism of the company or a colleague or a customer then that's when the problems begin. We all have times when we are angry, upset or under pressure but you have to really think about it. Never post in anger.



Telling tales at work

Q Often it's a colleague who tells management about social media misuse, is this common?

This happens all the time. My advice is – look who your friends are on Facebook. You may have had a fall-out and might want to delete this one-time friend. And sometimes it's a case of someone is out to get you, so again be very careful.

It's my voice **Balance**

Q Is it an attack on free speech?

No it's a balancing act. We all have opinions but if they're racist, sexist or homophobic there are laws against that and rightly so. There's no place in the modern workplace for unacceptable or offensive behaviour wherever it occurs whether that's on the shopfloor, in the warehouse, the office or online.

Internet bullying problems

Q We've heard of cyber-bullying is that an issue for Usdaw members?

Yes we get lots of problems like this where members feel bullied, victimised or harassed via social media. Like any type of bullying this should be reported straight away to the rep or manager. It's unacceptable and has to be nipped in the bud. Bullying is unfair and very stressful for members and can have a massive impact on their health.

cyberbullying

To Tweet or not to Tweet!

Q Are there any more dangers in say Twitter compared to Facebook?

Potentially yes. Twitter is in the public domain immediately whereas on Facebook you have privacy settings. Be aware too that employers monitor any mention of their company and are alerted immediately to any negative comments.

It's not serious!

Q Facebook posts...they're just 'banter' aren't they?

'Banter' is a word we hear a lot. Unfortunately a lot of 'banter' is racist, sexist, or homophobic and employers can't be seen to condone that and nor would Usdaw which has strict policies against racism, sexism and homophobia etc.

know your Rights

Your personal profile

Q We know companies guard their reputation, should employees do the same?

Yes and for very good reasons. Companies also trawl social media to 'check out' potential employees. So if your social media profile has lots of pictures of you falling over drunk you may find an employer reluctant to offer you that job – and it's very difficult to get Google to take down those pictures once they're out there. So consider your future employment prospects and the repercussions of your social media profile.

New recruits advice

Q What advice would you give to young workers just starting out on their careers about using social media?

Be careful and think before you post. And remember, what you found funny at school or college/university you may have got away with but not when you're at work, it's very different. If you want to keep your job think first.



The rep's vital role

Q What advice would you give to a rep representing a member?

Firstly check that what is being alleged did happen. The rep should check whether there is a social media policy and the member has been made aware of it and the company can prove that. If the member can show they did not know they had done anything wrong that may lessen the seriousness of the issue.

There may be mitigating circumstances, the member may have been very upset or under stress and realises that they shouldn't have done it and promise not to do it again. Agreeing to delete the profile may help.

The member may not have a big Twitter following or many Facebook friends so the 'damage' may not be extensive or as serious, but the member has to accept they have stepped out of line. Lessons have to be learned. Tribunals are very tough with social media abuse so try and get any issue sorted out at local level.

Is it time to power off?

Q Is social media all bad then?

No, it's great we all use it. It's a good communication channel. As long as you think about what you are posting and don't criticise your employer, your colleagues or customers, you'll be fine.

Beware: Pension scammers at work

Don't be fooled by professional looking companies who promise to 'release' your cash before you turn 55

Intro

Pensions have been in the news more lately than they have in decades. With massive changes announced by the last Government fraudsters are also busy trying their luck to rob you of your hard-earned money.



Transfer request

Q Have you been encouraged to transfer your pension pot?

Fraudsters want to persuade you to access your pension pot before you reach 55. Why? Because it provides them with rich pickings. But be under no illusion this is a pension scam and with **very serious consequences** if you fall for it. If you do fall victim, it's likely that you could lose some, but more than likely all of your pension savings and will potentially face a huge tax bill from HMRC.

So to repeat: A pension scam is when you agree to transfer your pension savings to another company who claim that this will allow you to access your funds before you reach the age of 55.

In rare cases – such as terminal illness – it's possible to access your pension pot before the age of 55. However, for most people, **promises of early cash are false**. Members of defined contribution schemes can now take more than 25 per cent of their pension savings as a cash lump sum (subject to tax) after age 55 following changes introduced this April but, to repeat, not before age 55.

It looks 'legit'

Q How do seemingly respectable companies do it?

Don't be fooled, fraudsters go to a lot of trouble to look 'respectable' and produce **glossy brochures** or glitzy websites or use persuasive cold-callers.

Contact is often out of the blue; a text or cold call, sometimes via websites. We've seen recently in the news how people's private pension information is being made available via the internet.

You will be invited to transfer your pension pot to the company with various promises being made. These could include:

- Guaranteed returns of eight per cent on your savings.
- Immediate access to your cash.
- The offer of non-repayable loans.

They will suggest that you don't have to wait until you're 55, and claim you can access your pension pot now.



The law on defined contribution pensions has changed enabling you to cash in your pension pot. However, if you are under 55 releasing your pension could cost you more than you bargained for, arena takes a look...

know your Rights



“ Scammers use clever, hard-sell, manipulative tactics

Warning: con artists in your area

Q How do they get away with it if it's illegal?

Scammers will use a variety of tactics. They will suggest 'their offer' is part of a Government initiative, or that it is time for your annual review.

They will claim that their offer is a once in a lifetime opportunity, or that they've found a legal loophole.

They will put you under pressure to sign up quickly, often sending a motorcycle courier for your paperwork and for an immediate signature on their contract.

They will have a very professional looking website because the scammers are good at what they do. **It all adds up to nothing more than a sophisticated hustle but one that has catastrophic consequences for anyone signing up.**

know your Rights

For more advice on how to keep your pension safe...
0161 224 2804
@pensions@usdaw.org.uk



Usdaw says: "if it sounds too good to be true it often is!"

Q I was cold-called by a so-called pension release company, what should I do?

If you are approached by an adviser to transfer your pension pot and you have any concerns contact the **Usdaw Pensions Section** on 0161 224 2804 or email your enquiry to pensions@usdaw.org.uk

Once the pension is transferred, it's too late. Many victims will lose their entire pension and have to pay a large tax charge on top.

What the scammers don't tell you...charges, illegality, loss...

Q Where does all the money go then, it can't just disappear can it?

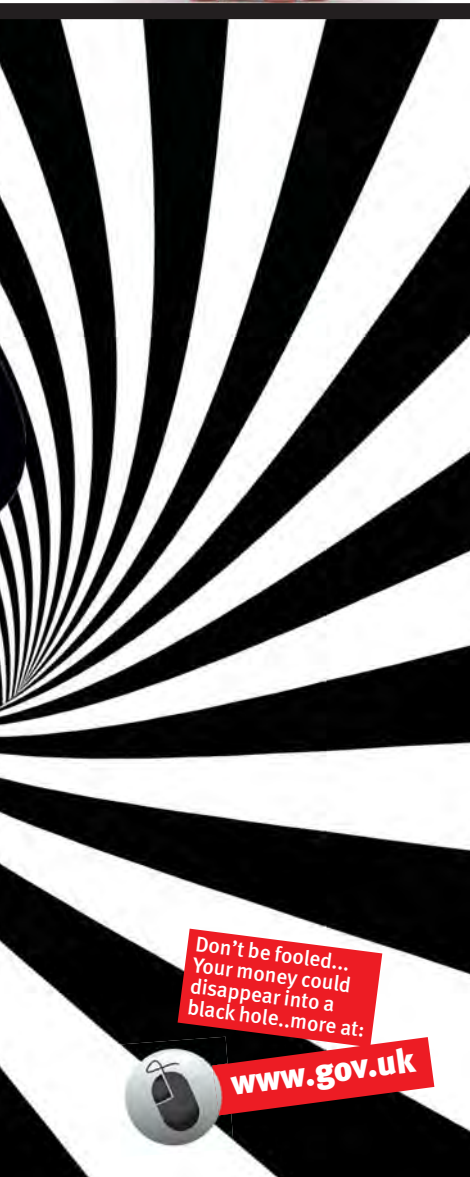
Pension scams are serious. If you fall victim, it's likely that you could lose some, but more than likely all of your pension savings.

The scammers don't tell you that they will take **excessive commission costs** or fees for dealing with your transfer, sometimes up to one third of your pension pot.

If you receive cash from your pension before you are 55 you are likely to be hit by significant tax charges. HMRC – the tax office – will charge you usually more than half of the value of your pension pot!

Last year it was reported that pension scams amounted to a loss of at least **half a billion pounds**.





Don't be fooled...
Your money could
disappear into a
black hole...more at:



www.gov.uk

A REAL-LIFE STORY A CAUTIONARY TALE

IN FIVE
UNEASY
STEPS

Ruby is 53 years old and due to retire in six years. She's recently re-mortgaged her home to free up some cash for her son's university costs. She has had a pension scheme for over 30 years and now it's worth £114,000. She wants to explore whether she can access it early, so she searches on the internet for 'early pension release'.

1. The trap

Ruby finds a website that offers pension release so she fills out their contact form and is called the next day. She is told that she can take 5 per cent of her pension in cash now and the rest will be invested in UK storage facilities, which will generate a guaranteed eight per cent return for her savings.

2. The point of no return

A courier is sent to Ruby and she signs the papers provided. One week later the five per cent £5,700 is transferred to her bank account and she receives a welcome letter as well as an opening statement showing her pension monies.

3. What happened next?

For more than a year, Ruby heard nothing about her pension. She called the contact number she had been given to find out how the investment was going but the phone lines were constantly engaged. She visited the address and was told by a company on the premises that they were not responsible but to call a different number. This number was also constantly engaged.

4. The punishment

Ruby called Action Fraud and was told that it was likely she had lost all of her pension. Three months later she was contacted by HM Revenue & Customs (HMRC) and told that she would be hit with unauthorised payment tax charges of £62,700.

5. How did it happen?

Ruby's desire for short term cash meant that she agreed to a investment opportunity that didn't exist. The upfront cash she received was a deliberate attempt to lure her in from scammers who knew that, if successful, they'd walk away with over £108,000 of her money. By the time she reported it, it was already too late. And by accessing her pension before age 55, Ruby broke rules which meant that she was hit by a tax charge. The fact that she lost most of her pension didn't mean that she was exempt from these heavy charges.

**People
like you
at ADM**



(above left) Rikki Allen and Stewart Walker at ADM



In tune

First-time speakers Rikki and Stewart made their mark at this year's ADM

Scottish delegates **Stewart Walker** and **Rikki Allen** made their maiden speeches to this year's Annual Delegate Meeting (ADM) and helped put in place two important policy decisions for Usdaw.

Their branch Tesco Bank Glasgow submitted two propositions on banning drivers who use their phones while driving and extending the union's Freedom From Fear campaign to all workers.

Stewart, 49, who works in customer collections, called on the Government to ban drivers for a minimum of six months. "What is it going to take for action to be taken?" he asked.

"The death of a child or a motorway pile up with more fatalities?"

"I've seen many drivers using their phone while driving. No text or call is that important because the driver in those few seconds is distracted, loses concentration, and could kill someone. Life is too precious to be lost in this way."

Branch chair and customer service advisor Rikki, 43, persuaded conference to back his call to bring in delivery drivers, call centre workers and anyone involved in dealing with the general public in to the campaign. "I'm a big supporter and passionate about the Freedom From Fear campaign

but it's not just retail workers who get abused," he said. "I've seen colleagues reduced to tears while taking verbal abuse on the phone. Workers should not have to endure that."

Both delegates overcame their nerves to get up and speak to the 1,100 people in the conference hall. "What a massive buzz it was, especially when the delegates voted both propositions through" they said. "We love ADM. The debates, meeting old and new friends, it's a great experience and we'd both recommend it to other reps."



www.usdaw.org.uk/bearep

Union wins it for teenager Ashley

Holiday entitlement, paid breaks, legal rights - all workers need Usdaw but especially if you are just starting out...

Young worker **Ashley Thelwell** knows from experience the benefits of Usdaw membership after the union helped him recover compensation for unpaid holidays and breaks following a lengthy dispute with his former employer Poundstretcher.

Ashley was contracted for four hours a week but regularly worked between 14-20 at the Whitchurch store in Shropshire when he started work in October 2012. His requests for paid holidays were turned down, so he called Ellen Shaw his local area organiser for advice.

“Ellen explained that I should raise a grievance, which I did, and then the whole process began in early 2014,” said Ashley, 19. “It was chaotic at times with cancelled meetings and ‘lost’ notes.

“The company didn’t seem to know what I was entitled to and didn’t want to pay me for holidays and

instead rescheduled my hours.

“The company refused to accept my grievance even after appeal so with additional help from Christine Peacock in the union’s legal department everything was put in place to take my case to a tribunal.

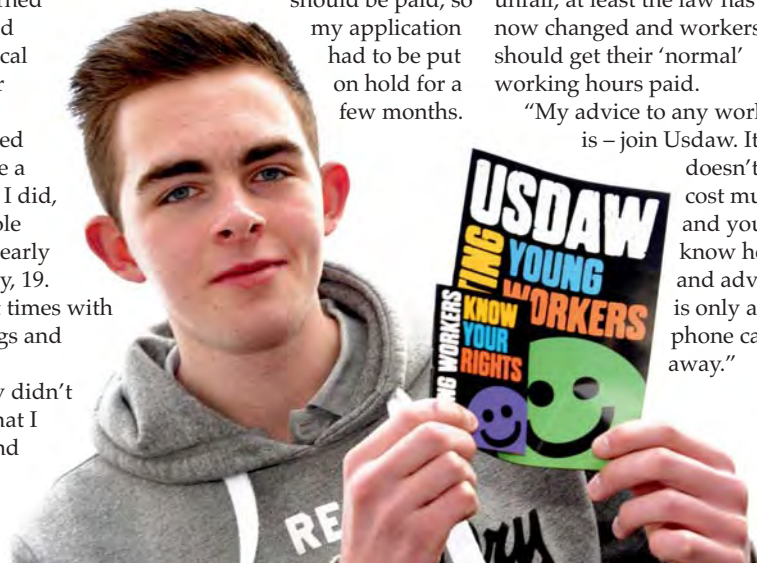
“**Having Usdaw’s expertise behind me made the difference**

“At the time the tribunal system was dealing with similar cases about holiday pay and how much a worker should be paid, so my application had to be put on hold for a few months.

“Eventually my case was settled and we didn’t have to go to a tribunal. Having Usdaw behind me made all the difference. The union made my life much easier when drafting letters to the company and making a tribunal application, as well as paying the tribunal fees. It was very reassuring.

“Until recently workers were only entitled to their contractual hours when taking holiday, that was unfair, at least the law has now changed and workers should get their ‘normal’ working hours paid.

“My advice to any worker is – join Usdaw. It doesn’t cost much and you know help and advice is only a phone call away.”



Membership week

Usdaw reps were busy in April during a special Membership Week and used campaigns including pensions, Legal Plus, and workers' rights to sign up new members and raise the profile of Usdaw at workplaces across the UK.

General secretary John Hannett was full of praise for the activists. "These are tough times for workers but our reps are doing an excellent job of looking after members and encouraging new members to join Usdaw – still the fastest growing union in the UK.

"I want to encourage all of our members to ask just one colleague in work – are you in the union? – and if they're not get them signed up to make us stronger and more influential. We can all play a part."





Morrisons DC, Sittingbourne



Sainsbury's, Nantwich



Morrisons, Penylan

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Legal Plus

DID YOU KNOW?

- Usdaw recovered £19.8m for members in 2014
- Usdaw recovered £17.4m for workers in personal injury cases
- 136 accident claims saw settlements in excess of £20,000
- £2.4m was recovered in employment cases

– looking after you and your family

Council pays up for Agnes
after serious injury

When 62 year-old **Agnes Milne** slipped on black ice outside her home in December 2011 causing severe injuries to her arm and shoulder Usdaw’s FirstCall came to her rescue.

Three years later she was awarded £30,000 in compensation after the union’s solicitors proved the local council had been negligent.

It could have been so different for the retired Sainsbury’s shop assistant, from Loanhead, Midlothian in Scotland, who had previously been turned down by two high street solicitors.

“When I contacted FirstCall I couldn’t believe it when the solicitor said she would handle my claim. She was absolutely brilliant,” said Agnes.

“If it wasn’t for my union I wouldn’t have received a penny.

“My advice to every Usdaw member is beware! We’ve all seen the personal injury

adverts from companies who claim they offer no win no fee agreements, when in fact if they do take on your claim there are hidden charges in the service they offer.

“Believe me when I say, if you have a slip, trip or a fall contact FirstCall immediately.

“It’s completely free, there are no hidden charges.”

Agnes fractured her arm and dislocated her shoulder and had two operations and a metal plate inserted in her arm.

“When I eventually returned to work my hours were reduced. I retired soon after.

“I had the ultimate trust in my solicitor. She kept me going at every stage. As you can imagine it wasn’t easy.

“I want to remind all Usdaw members that – just like me – they will have the full backing and support of the union’s professional legal service.”

Rolls Royce service for Paul

following accident

Tesco worker **Paul Ford** has road-tested the union's FirstCall service for road traffic accidents and he is now recommending it to all his work colleagues.

Through no fault of his own Paul was injured when his car was hit by an oncoming vehicle in May last year, but thanks to FirstCall he was soon back in the driving seat and seven months later was awarded £2,570.

That is £600 more than he would have received if he had used a high street solicitor.

"This was the first time I'd used FirstCall," said Paul, 31, who works for Tesco in Sunderland.

"I'd read about other road traffic cases before in arena and I also had a friend who'd used the service and was delighted.

"I was offered a solicitor by my car insurance company but I knew I would have lost some of my claim to pay their fees and costs.

"But with Usdaw it was completely free and I kept 100 per cent of my compensation. There are no hidden fees or costs to pay.

"I always speak highly of FirstCall. It's a very good reason for joining the union."



Zaleem thanks Usdaw after

FirstCall steps in

An uneven footpath caused **Zaleem Rahiman** to trip and injure her ankle so she rang FirstCall who won her claim against the local council and was awarded £5,250.

The accident happened in 2013 when the former rep had to try and manoeuvre her way around council repairs just outside her home.

"I am now retired, but I was a union rep when I worked for Tesco. I always advised people to use the legal services. Little did I know I would use it myself one day," said Zaleem, 63, from Middlesex in Twickenham.

"I couldn't have asked for a better service. It's not easy taking a case against your local council but the support and professional advice I had was fantastic.

"My solicitor looked after everything. I only had to leave my home to attend physio and other specialist medical appointments.

"Although retired, I still help out with recruiting for the union in my spare time and I tell everyone about my case and how brilliant my solicitors were.

"And the best thing of all is it didn't cost me a penny, and as a pensioner that is very good news."



DID YOU KNOW?

If you (or a close family member) have been injured by an uninsured or untraced driver, Usdaw may still be able to help you make a claim for compensation via the Motor Insurers' Bureau (MIB).



“ I had excellent support and my solicitor worked hard for me

Compensation for Janet after

workplace accident

Canteen worker **Janet Jones** had to sit out her cycling holiday after she injured her wrist in an accident at work.

But thanks to FirstCall she was back on track in no time and received £3,660 in compensation for both her injury and the disruption to her holiday.

“I was delighted with the outcome,” said Janet, 49, who works for Morrisons in Welshpool in Powys, Wales.

“My store rep suggested I ring FirstCall. It turned out to be great advice.”

The accident happened in January 2014 when Janet was brushing the floor in the store canteen. The handle of the brush hit a wall and

the clock fell off hitting her on the wrist.

“I went to the hospital and had an X-ray, my wrist wasn’t broken, just badly swollen and very painful.

“The medical staff told me to go home and rest my arm. We were due to go away the following week on a cycling holiday, but unfortunately the injury spoilt it and I couldn’t join in with any of the rides.

“I’m really pleased I was a member of the union because my solicitor worked really hard to make sure I was compensated both for the pain and the upset to my holiday.

“When I tell people about the excellent support I had they are surprised, especially at how much compensation I received and they always want to find out more about how they can join.”

Usdaw wins for Wendy and delivers real

'peace of mind'

Wendy Stocker has been a union member for 20 years and never needed help until last March when she contacted FirstCall after she was injured in an accident at work.

Her case was referred to Usdaw's solicitors and 10 months later she received a cheque for £2,250.

"I can't speak highly enough of the help I've had from the union and my rep John Hosier, in particular, who has been superb," said Wendy, 55, from Huntingdon in Cambridgeshire.

"I joined the union in 1995 because I knew it was the right thing to do. You never know what's round the corner."

The accident happened when Wendy was filling shelves during her early morning shift at the Tesco Extra store in Huntingdon. The handle on a safety hook knife broke and slipped causing a deep cut to her arm.

She went to hospital where the wound was treated and dressed. She was off work for three weeks.

"It gave me real peace of mind knowing I had the support of the union and its team of professionals.

"And also my rep who I have the utmost trust in, he's been a great support and is helping me with another issue at the moment.

"I can honestly say my membership has been real value for money."



LEGAL ROUND-UP

Mike Key

- Age: 66
- Employer: Ocado
- Injury: Shoulder
- Date of accident: May 2012
- Case settled: March 2015
- Award: £6,983
- Quote: "I couldn't have pursued it without FirstCall."

Mary Patterson

- Age: 57
- Employer: Co-op
- Injury: Cut to left arm
- Date of accident: July 2014
- Case settled: February 2015
- Award: £500
- Quote: "A full professional legal service."

Martin Hunt

- Age: 43
- Employer: United Biscuits
- Injury: Injury to left arm
- Date of accident: Jan 2013
- Case settled: April 2014
- Award: £2,000
- Quote: "FirstCall took care of everything for me."

Mark Knibbs

- Age: 43
- Employer: Co-op
- Injury: Injury to finger
- Date of accident: April 2013
- Case settled: January 2015
- Award: £2,800
- Quote: "I wouldn't be without my union membership."

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**UP TO
25%
MORE**
COMPARED TO HIGH STREET



Financial security for Ray **and family after accident**

FirstCall took the pain out of the claim for warehouseman **Ray O'Donnell** after he suffered an injury to his head and neck in an accident at work.

The injury accelerated a pre-existing condition called cervical spondylosis and Ray had to take early retirement on medical grounds.

The union's solicitor in Newcastle won his case with a settlement of £50,000 for the injury and his loss of wages.

"I now have financial security for myself and my family," said Ray, 67, from Scarborough in North Yorkshire.

"My solicitor was superb, she was with me every step of the way. She recommended I reject

earlier lower offers and in the end her advice was priceless and we were delighted with the outcome."

The accident happened in June 2013 when Ray worked as a trayman in the warehouse at Karro Foods in Malton.

He was injured when a badly stacked pallet fell and injured his head and neck. He was unable to return to work and his claim was settled in March this year.

"It was a terrible time, the accident affected my memory and my moods too. It was a difficult time for my family," added Ray.

"I couldn't have got through it without Usdaw's help. It's at times like this you realise how invaluable your union membership is. I tell everyone – you're covered from the minute you join and support is just a phone call away."

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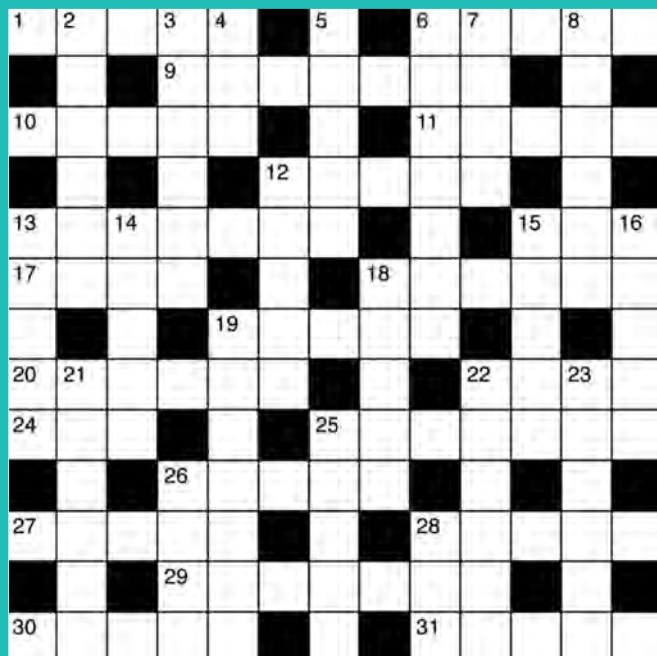


Usdaw

arena Crossword

WIN
£50!

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date Fri 17 July 2015
(Not open to Usdaw staff)



Arena Spring crossword winners:
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Neil Chambers, Lincs Area Tesco E74
Kevin Bagnall, Yorkshire Morrisons F61

Word up!

Complete our prize crossword and you could be one of three members to win £50. The first three pulled out of the hat...win!

Send your completed crossword with your details to: the editor, Xword Comp, Arena, Usdaw
188 Wilmslow Road,
Manchester, M14 6LJ.

ACROSS

1. Deepness (5)
6. Order given to dogs (5)
9. Treat violently, informally (5,2)
10. Allow to enter (5)
11. Wash out (5)
12. Poisonous (5)
13. Wool fat (7)
15. Head covering (3)
17. Having little or no rain (4)
18. Useless, ineffectual (6)
19. Gives out cards (5)
20. Intelligent (6)
22. Long tube (4)
24. That woman (3)
25. Normal (7)
26. Celestial body (5)
27. Festive occasions (5)
28. Turf hit out by a golfer (5)
29. Conundrums (7)
30. Belief (5)
31. Cereal plant (5)

DOWN

2. Make beloved (6)
3. Three-legged stand (6)
4. Spicy (3)
5. Urge or incite (3,2)
6. Raging (7)
7. Heroic (4)
8. An occasional worker (6)
12. Big cat (5)
13. Tree (5)
14. African river (5)
15. Polite or courteous (5)
16. Man's name (5)
18. Swift (5)
19. Down payment (7)
21. Envoy, messenger, etc. (6)
22. Deal with (6)
23. Oriental temple (6)
25. Prepared (5)
26. Be concerned (4)
28. Type of precipitation (3)

*People
like you
at ADM*

Jenette Williams spoke for many when she called for more social housing at ADM

Homes plea

There is a widespread shortage of affordable homes to buy and private rented properties are way beyond what low paid workers can afford, Southern division's **Jenette Williams** told this year's Annual Delegate Meeting (ADM).

The full-time Sainsbury's merchandiser knows more than most the difficulties faced by people looking to buy or rent their own place.

So she swapped her daily role as a rep, headed off to Blackpool and addressed a packed ADM during the Cost of Living Crisis debate. "If you look in the local estate agents where I work in Richmond the rents are £1,500 a month," she said. "I don't take that sort of money home so what chance do people like me have. Most of our workforce can't afford to live near the store and have to

commute. The prices to buy and rent are outrageous."

Jenette has been a rep for eight years and this was her fourth visit to ADM. "Housing is a subject very close to my heart. I was encouraged by Labour MP Chuka Umunna's

“ People like me can't afford to buy or rent – it's outrageous

speech when he outlined Labour's plans to build more affordable housing and crack down on increases in the rental market.

"Everyone is entitled to a decent house but for many people like me we may never get the chance. I live with my parents, which isn't ideal, but the council waiting list is so long that demand far exceeds supply. I'd love a place of my own. It's clear

we need more affordable homes not just in London but throughout the country.

"Prices for properties and rents are extortionate. I was delighted the conference agreed with me and hopefully by pressing the Government we can get things changed."

For more pictures of this year's ADM visit our Flickr account.

More coverage of ADM on pages 32-35.

*Jenette Williams
at this year's ADM*

arena Health

Send your health questions to the

arena team at: arena@usdaw.org.uk

DANGER ASBESTOS



Injury inquiry

Q I have been off sick following an accident I had at work. I have now been told I am to be disciplined, can they do this as I was injured at work?

You don't say what you are being disciplined for. If it is because your employer has investigated the accident and believes that it was your fault, they can discipline you for breaching health and safety procedures. Talk to your union rep before the hearing to

identify the cause of the accident, or any mitigating circumstances.

Alternatively you could be facing a hearing as a result of the attendance management policy if you already had a poor attendance record before taking time off for the accident. They should however take into account the fact that your recent absence resulted from an accident at work, especially if you were not to blame.

Either way, ensure that you are represented by your Usdaw rep during any disciplinary proceedings. If you haven't reported the accident to FirstCall Usdaw then give the union's free accident claim line a call on 0800 055 6333.

Hazard label

Q In our meat processing factory, the hygiene team have been told to use a new disinfectant when washing down machinery between shifts. The label on the container has a scary symbol and warnings that it is corrosive and warnings about not breathing fumes or getting it on your skin. How do we know that it is safe to use?

European laws on chemicals in the workplace require the

supplier to produce a safety data sheet. This should identify any significant occupational or environmental risks, and should also give advice on safe storage and disposal as well as suitable protective equipment.

It is not unusual for cleaning chemicals to carry health warnings. They are designed to remove grease and germs from equipment so they can damage natural oils in the skin. However, simple precautions such as the right type of waterproof gloves and goggles to protect the eyes from splashes are usually sufficient.

Your health and safety rep is entitled to have a copy of the safety data sheet and can raise any concerns you may have about the way it is used or the protective equipment provided.

Asbestos fear

Q In our warehouse, a forklift ran into some panelling and damaged it. It was only when my mate asked if it might be asbestos that they called the experts in. Later an asbestos removal firm arrived, sealed off the area and took away the damaged material. Immediately after the accident I swept up some of the damaged panel. How can I tell if I was exposed?

It seems very likely that you could have been exposed to



Your health and your safety at work is a vital part of Usdaw's service. For more advice visit:

www.usdaw.org.uk/healthandsafety



DANGER ASBESTOS

If you have any questions for arena's health experts write to: **the editor, arena, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ** or email: arena@usdaw.org.uk

higher than normal levels of asbestos dust but there is no test that can be done at this stage to prove that. Asbestos is a serious hazard. Over 4,000 people a year die of asbestos-related cancer. The chance of developing cancer increases the more you are exposed to asbestos. But it is possible, although extremely unlikely, that a short-term exposure now could result in cancer in the future. The asbestos removal firm should have carried out measurements before, during and after their work that may give some idea of the level of asbestos at the time you may have been exposed. Talk to your union rep or area organiser and make sure that a written record of the exposure is kept on your personnel record. Get a copy of the written record yourself and keep it somewhere safe. You may also want to tell your GP about the incident. Although there is nothing the doctor can do about it at this stage, a record on your NHS notes is unlikely to be lost.

Handy inhaler

Q My mother has a lung disease and loses her breathing randomly and suddenly and needs an inhaler urgently...she has been rushed



Image © Dmitry Kalinovsky/Shutterstock

to hospital several times with her condition as a result. Her manager has now told her that she is no longer allowed to keep her inhaler in her pocket and it must be kept in the back office. If she is stuck on the tills and cannot move due to losing her breath she won't be able to get it. Is the company allowed to do this?

It is not at all obvious why the manager has insisted that she cannot have her inhaler with her on the shop floor. It appears your mother's condition is serious enough to qualify as a disability under the Equalities

Act. As such, her employer has a legal duty to make reasonable adjustments to allow her to carry on working. If there is a company policy that personal items should not be carried on the shop floor, it would seem to be a reasonable adjustment to vary that policy to allow your mother to have her inhaler close to hand. If necessary your mother should ask the manager to take advice from the employer's occupational health service. If the manager continues to refuse, your mother should raise a grievance and speak to her local union rep or official.

Members make key decisions

Usdaw's biggest and most important conference the Annual Delegate Meeting was held in April...*arena* was there too...

Workers rights, wages, health and safety, the future of the NHS, education, crime, housing and much more was debated during the packed four days.

President **Jeff Broome** chaired the event with general secretary **John Hannett** and deputy general secretary **Paddy Lillis** replying to debates and moving the executive council's statements on the cost of living crisis, the coalition's impact on women's equality and Usdaw's support for Labour. Chair of standing orders and executive councillor **Barbara Wilson** ensured the conference ran smoothly.

arena takes a look at some of the debates...

Black Friday chaos

Safety for customers and staff must be improved or participation in the US-inspired Black Friday should be abandoned, suggested **Trevor Howson** (Mid Sussex).

"This shopping frenzy was chaotic and posed serious risks to our members," he said. "There was a lack of consultation with safety reps that saw customer frustration taken out on the workers. Either we get more consultation and common sense introduced or we press companies not to hold these types of events."



Speakers below (l-r) Paddy Lillis, John Hannett, Allan Kell, Barbara Wilson, and Brian Cottingham





The Empress Ballroom at the Winter Gardens, Blackpool provides the impressive setting for Usdaw's most prestigious event

DEBATES IN BRIEF

Delegates also agreed:

- Companies should not trade beyond 4pm on Christmas Eve and New Year's Eve
- Higher premiums should be paid to shift workers
- Staff benefits should be the same for all grades of staff and management
- Workers should not have to work unpaid overtime which should be voluntary and paid
- VAT should be cut to 17.5%
- Fees for rental properties should be regulated
- Prescription charges should be abolished

Subscription fees

Conference agreed a small increase in subs by 3p for Scale A to £2.32 a week, 2p for Scale B to £2.02 and Scale C to £1.45. The increase becomes applicable from June 29.

Allan Kell from (NE Tesco North)

agreed. "Verbal abuse is not acceptable and we don't want anymore injuries to staff. So no more Black Fridays." So did **Val Cooke** (North Herts Tesco Retail). "It was an absolute disgrace. Four stores were closed in my area with no regard given to health and safety. It has to stop."

Steve Moritz (NW Tesco Retail No.3.) also gave his support. "Whose idea was this? It was terrible to watch, members were physically abused, customers pushed over and we have to ensure this never happens again."

John Hannett replied. "Our members' safety is absolutely crucial, it's not an optional extra and it remains one of our key priorities. We were horrified by the scenes we witnessed; police were called, arrests were made, and members were bitten, elbowed and abused. But it was a great commercial success and may well be repeated.

"However it is the responsibility of the employer to anticipate problems and prepare for them. We want staff given greater protection and we want anyone who assaults workers to be given tougher sentences. Black Friday has worsened the problem and employers must do more."

Cancer screening

Lowering the age restrictions for cervical screening from 25 to 20 will help save lives, **Angela Thomas** (Swansea

General) told conference.

"How many young women will die before England, Wales and Northern Ireland join Scotland in reducing the age for screening for this common cancer," she said. "Lowering the age will help us save our daughters and granddaughters."

Lisa Nolan (Yorkshire Next) agreed. "Many young women start their families early so testing earlier makes sense. Cervical cancer is the most common cancer in women under 35. Abnormal cells will be detected sooner so we must lobby the government to expand screening."

In the same debate conference also agreed to lobby the government to lower the age to 45 for men to be tested for prostate cancer.

Working temperature

The Government should legislate to introduce a maximum workplace temperature to protect the health and safety of workers, **Brian Cottingham** (Humberside Tesco) told delegates.

"Most experts say between 16-24 degrees is comfortable, above this illnesses can start and accidents happen," he said. "Working parties should be established with union involvement, and effective consultation should happen in all workplaces. This legislation is long overdue."

Colin Edmondson (NI Coca Cola) supported the call. "I work in a lab and it can get really hot. When the air-con



Speakers below (l-r) Eamonn Abbott, Lisa Nolan, Jeff Broome, Nathan Ward and Trevor Howson

broke down it was over 30 degrees."

John Hannett agreed. "Usdaw has been at the forefront of the campaign to introduce a maximum working temperature," he said. "Workers deserve a legal right to be protected from excessive heat."

LGV driving apprenticeships

Usdaw should lobby the Government to press transport companies to develop and





DID YOU KNOW?

- The 2015 Annual Delegate Meeting (ADM) attracted 583 delegates, 191 officials and at least 360 visitors.
- The ADM is held at the Winter Gardens in Blackpool in April for four days.
- The ADM decides the union's policies for the next 12 months.
- Union branches decide what is debated at ADM by submitting propositions on subjects important to their members.
- Branches elect their own delegates and visitors although only delegates are allowed to speak and vote in debates.
- Labour prime ministers and senior cabinet and shadow cabinet ministers have spoken at ADM over the years.
- This year more than £6,500 was raised for various charities during ADM fringe meetings and socials.

improve their apprenticeships programmes to help young drivers enter the industry, **Eamonn Abbott** (Chelmsford and Harlow No.1) told ADM.

"The average age of a lorry driver is around 59 so it's important we encourage young people in to the industry. It's well paid and secure but young people find it difficult

to get in to the sector as new drivers with no experience. An apprenticeship programme would see employers invest in young drivers."

Nathan Ward (Wincanton Sherburn-in-Elmet) supported the call. "There is a shortage of drivers in the industry with only one per cent of drivers aged under 25. Our sector is important and without

drivers everything comes to a standstill so it's imperative the Government support this."

Paddy Lillis replied. "With youth unemployment at record highs and an ageing driving population it is in all our interests to encourage apprenticeships. We need more qualified drivers and this is an ideal solution."



Member services

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This is the modern world

The Boots 2,500-strong store chain is supplied by a team of distribution members in Nottingham...

Imagine miles of automated rollers, intelligent computer systems, millions of pounds worth of investment and a busy workforce more than 2,000 strong and you can begin to understand the work that goes into the Stores Service Centre.

This 24/6, sometimes 24/7, operation delivers more than 34,000 product lines to the high street, via nine distribution centres, quickly and efficiently and understandably is the jewel in the company's logistics crown.

Senior shop stewards Simon Willmott and Julie Smith, who between them have worked at the site for 40 years, look after a team of more than 38 reps including health and safety and union learning reps who cover the different departments and the various shifts on-site. The two have been senior reps since 2012 after being interviewed by former convenor and union

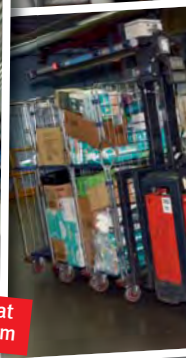
president Jeff Broome, Usdaw and the company, and are looking to build on the partnership agreement to boost the union's 800 plus membership across the warehouses.

"There's been massive investment here and across the distribution network," said Simon. "We have a good working relationship with the management team and this ensures we are listened to around the negotiating table and our members' voices are heard. We're determined to make sure our members share in the company's success."

Ushaw negotiates the pay and terms and conditions for staff who also get a discount card, a bonus scheme is also in operation, and an on-site shop



Action all areas at Boots Nottingham



offers cut-price merchandise. It is a popular place to work with many employees clocking up more than 20 years' service.

The lifelong learning centre, again another joint initiative, is also hugely popular with staff with a range of courses on offer. "We've put a lot of work into the centre," said Julie. "And we've delivered a number of courses on English, IT and maths. We're determined to

Boots Service Centre



Top... managers Caroline Wills, Marie Irvine and Chris Flint, senior reps Julie Smith and Simon Willmott and head of logistics supply chain Alan Penhale

DID YOU KNOW?

- Boots can trace its history back to 1849.
- In 2006 it merged with Alliance UniChem to form Alliance Boots plc.
- In 2014 US company Wallgreens merged with Alliance Boots to form Wallgreens Boots Alliance.
- It manufactures toiletries and pharmaceuticals, and has its own opticians chain.

The Nottingham Stores Service Centre...

- Picks on average 4m single units each day.
- Sees around 300 trucks enter/exit the site each day.
- Has 53 automated high level cranes.
- Recycles 5,685 tonnes of cardboard a year.
- Raised £32,400 for charity in the last year.

keep the momentum going and it's paying off."

On such a vast site health and safety plays a central part in everything the union and company does. Extra safety features are built into the system. Regular meetings, surveys, listening groups and analysis of working systems have seen safety targets exceeded and a record-busting reportable-accident free period recently celebrated. "It's all

about keeping the workforce engaged and making sure awareness of all the health and safety issues is high," added Simon. "In fact ideas from the workforce have made significant improvements to safety and that reflects the joint approach we take. Any issues are flagged up immediately and dealt with as quickly as possible."

Despite the 2008 recession the company has held its own and

consolidated its place on the UK high street. "We have a world-class system here," said head of engineering Chris Flint. "It's far exceeded our expectations. I can't over-emphasise the cultural and physical changes we've gone through on-site."

Julie added: "We're currently recruiting 100 new members of staff and we'll be looking to recruit those workers into Usdaw."

Sign up a friend and **£250 cash** could be in your pocket

Don't let your colleagues miss out on Usdaw membership – including free legal help, advice at work and member offers...**sign them up now...**



THERE'S NOW **£250** UP FOR GRABS FOR THE FIRST **TWO** LUCKY WINNERS PULLED OUT OF THE HAT!



Last issue's winners

Two lucky members are celebrating after they each won **£250** in the Recruit a Friend competition.

- **Ralph Linsell** from the Co-op in Bridport, Dorset recruited his partner and work colleague Liz Barter.
- York's **Karen Shepherd** signed up Tesco Askham Bar colleague Vicky Dunning.

By doing your bit for the recruitment drive you'll be **building the union**, helping your workmates get the many benefits of Usdaw membership and potentially putting some much needed cash into your own pocket.

The prize draw is open to all members and reps and all you have to do is recruit a friend, relative or colleague using the form opposite and send it in to:

FREEPOST RTES-YHEE-XKGB, Arena Prize Draw, Usdaw, 188 Wilmslow Road, MANCHESTER, M14 6LJ.

The first two out of the hat will each **win £250** (terms and conditions apply).

The weekly rates are **£2.32 for Scale A** (applicable to full-time and part-time workers, from 29/6/15) and **£1.45 for Scale C** (applicable to part-time workers only)

Closing date is Fri 10 July 2015



Please complete and return to **FREEPOST RTES-YHEE-XKGB**
Arena Prize Draw, Usdaw, 188 Wilmslow Road, MANCHESTER M14 6LJ

FOR OFFICE USE ONLY

Branch No. _____

Membership No. _____

Please use **BLOCK LETTERS** and complete this form as fully as possible.

Please tick the appropriate box

Ms

Miss

Mrs

Mr

Female

Male

Surname _____

Forename _____

Member's Signature _____

Date _____

Full Postal Address _____

Postcode _____

Tel. No. (inc. STD) _____ Mobile No. _____

Email _____

Age _____ Date of Birth _____

Company Name _____

Workplace Address _____

Location Number _____ Employee No. _____

Occupation _____

NOTICE

Trade Union and Labour Relations (Consolidation) Act 1992

Every member of the Union who does not object to contribute to the separate fund for payments in furtherance of political objects within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992, will contribute to that fund. Every member of the Union has the right to be exempt from contributing to it. A form of exemption notice may be obtained by or on behalf of any member either by application at, or by post from, the Central Office or any branch office of the Union. Copies may also be obtained on request from the Certification Office for Trade Union's and Employer's Associations. Such form, when filled in, should be handed or sent to the secretary of the branch to which the member belongs. An exemption notice given within one month after the date on which a new member is admitted to the Union will take effect as from the date on which it is given. Should a notice be given AFTER one month from that date it will operate as from the following 1st January.

Recruiter's Name _____

Recruiter's Membership No. _____

Please tick the appropriate box

Have you been a member of Usdaw before? Yes No

Please tick the appropriate box

Have you been a member of any trade union before? Yes No

If so please give details _____

Union _____

Date Joined _____

Date Left _____

Contribution rate per week _____

Please tick the appropriate box

If you do not select a scale of contributions you will automatically be entered as Scale A in order to take advantage of the full range of benefits

Scale A

Full or Part-time workers

Amount per week _____

Scale C

Part-time workers only

Amount per week _____

I apply to join Usdaw. As a member of Usdaw I undertake to abide by the rules and regulations of the Union and to pay contributions regularly. I hereby authorise my employers for the time being, or their representatives, to deduct from my salary or wages the amount of contributions payable by me under the Union's Rules, as amended from time to time. I also authorise the deduction of any arrears which may accrue during my employment and agree where appropriate that my employers, or their representatives, shall notify the Union of any future changes in my home address to enable the Union to maintain a register of the names and proper addresses of its members. I give my explicit consent to the processing of data under the Data Protection Act 1998 as specified overleaf.

The responsibility for keeping payments up to date rests with the member.

COVERED BY THE DATA PROTECTION ACT

M&C received



arena Letters

Members can have their say right

here via email or post – but keep it brief!



Safety comes first



I want to share my experience of getting replacement chairs at our Tesco store Spring Hill in the West Midlands. I am a shop steward and also a health and safety rep.

For five months members were having to sit on chairs with broken back supports and unadjustable footstools. I had to

take action. So I collected complaints in writing and with the help of Union Learning Reps (ULRs) we wrote a letter to the store manager stating that it was a breach of health and safety law not to supply chairs fit for purpose on the checkouts.

On the same day we got six new chairs and the broken ones were removed – instant success! So my advice to all safety reps is – keep up the good work and don't settle for excuses, check what the health and safety regulations say and implement them. It works.

Lorraine Bonfield Haywood
(pictured with ULR Majella Coffey in the red blouse)

Respect for reps

A big thank you to Usdaw and my union rep Rachael Crosby who has been there for each and everyone of the

staff offering non-stop support and advice to all of us at the Tesco Monton store in Eccles, Greater Manchester.

Store manager Andy Cowell has been a rock of support too and both deserve recognition for being there for all of us during these turbulent times.

Rachael was fantastic. She listened to all of us giving us guidance, support and information and listening to our grievances and keeping us up-to-date with everything she knew.

Both of them have hearts of gold who genuinely care about the impact that this would have on each and everyone of us. Usdaw showed it genuinely cared about us and treated us as humans and not just another number on the payroll.

Aaron Cranckshaw
North West division



Loyalty reward

We recently presented a 30 year award to Janet Brook from Co-op Holmfirth who has worked for the Co-op since September 1979 originally at Huddersfield, then Barnsley and now Holmfirth. Pictured left to right; Bev O'Toole site rep, Janet Eastwood, (myself), Lisa Bowman manager, Janet, and Bev Bates branch secretary. Well done Janet and thank you for your loyal service.

Shelley Vaughan
arena organiser, Leeds

HAVE
YOUR
SAY

Send your thoughts
to: the editor, arena,
188 Wilmslow Road,
Manchester, M14 6LJ.
arena@usdaw.org.uk

£50 for the best letter

Praise for dynamic duo



Isabel Fyfe

I want to pay tribute to two Scottish reps who were unfortunately in two of the

stores closed by Tesco in March. **Isabel Fyfe** at Kircaldy and **Liz Cummings** at Grangemouth have been involved in Tesco at the highest level for the past two decades. Both were instrumental in securing the partnership agreement in 1997, the removal of youth rates and the upgrading of grades A and B to a Grade C.

Both Isabel and Liz have also played their part in the development of the Scottish division and Isabel in particular as chair of the divisional council.

It is with a heavy heart that we have to say goodbye to both who will be sorely missed by our members in Scotland and our Tesco members throughout Britain.

We wish them both the best of luck in whatever they decide to do with their time and their talents after leaving Tesco.

Alan McVie, area organiser, Glasgow



Vanessa Francis

Welsh winner

Congratulations to Vanessa Francis who was highly commended as part of the 2014 Wales TUC Rep of the Year Awards held earlier this year. Vanessa is a Union Learning Rep at Tesco House Cardiff and has done a great job for her members.

Nick Ireland, South Wales and Western divisional officer



Frank Parker

Congratulations

Central England Co-operative branch honoured loyal member

You can write or email your thoughts to; the editor, arena, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ or arena@usdaw.org.uk

Frank Parker with his 50 year membership award earlier this year. Branch secretary Dean Wainwright did the honours during a special lunch.

Dennis Nash area organiser, Kegworth



Trevor Kyme

Top man!

Loyal member Trevor Kyme received his 30 year award at a Tesco F187 branch meeting this year. He's pictured centre with branch secretary Tony Singh on the right and myself.

Congratulations once again to Trevor.

Mick Soper, area organiser, Leeds

CO-OP CREDIT UNION

Ushaw, in partnership with the Co-operative Credit Union, is now offering a credit union service to union members. For further details visit: co-operativecreditunion.coop or call 0845 602 3554.

BRANCH BONUS

Ushaw affinity partner UIA Insurance is celebrating 125 years of working with trade unions by rewarding four branches with the title 'Community Branch of the Year' as well as a cash prize of £1,250.

The award will recognise the achievements of branches that have done something inspiring for their local community. From fund raising to winning better rights in the workplace, the entries can be of any kind or scale.

The four winning teams will be notified of their new title 'Community Branch of the Year' by 11th September 2015.

The competition is open to all branches from UIA's trade union partners. To be eligible, trade union branches or members must complete in full the online entry form at:

<http://www.uia.co.uk/awards> by the 31st August 2015.



President and Executive Council Elections 2015

The report of voting for the above elections is as follows:

Jeff Broome will serve a fourth term as president following his success in the three-yearly elections for the union's governing body – the executive council.

Jeff was first elected in 2006 and had served as an executive councillor since 1997. He will be joined by four new members Kevin Dolan, Jean Hession, Brian Loughhead and Andrea Watts. Mike Dixon, who previously served as an executive councillor from 2006-2012, will also join the new team who started their three-year term after the Annual Delegate Meeting (ADM) this year and will serve until the ADM 2018.

General secretary John Hannett said: "Welcome to the new members and well-done to the members who were re-elected. Being on the executive council is an important role for our lay activists and I'm looking forward to working with them to take the union forward and meet the challenges we face.

"I'd also like to say a big thank you to the members, who for a number of reasons did not stand again this year or who were not re-elected, but have given their valuable time and support while on the executive council."

President

Number of eligible voters: **423,238**
Total number of votes cast: **23,223**
Turnout: **5.5%**
Number of votes found to be invalid (blank /spoiled): **1,993**
Total number of valid votes to be counted: **21,230**



J. BROOME

Result (1 to elect)
BROOME, Jeffrey B: **11,701 Elected**
MURPHY, Amy L: **9,529**

Executive Council

SOUTH WALES AND WESTERN DIVISION (A)

Number of eligible voters: **50,404**
Total number of votes cast: **3,086**
Turnout: **6.1%**
Number of votes found to be invalid (blank /spoiled): **51**
Total number of valid votes to be counted: **3,035**



D. STINCHCOMBE



B. WILSON

Result (2 to elect)
STINCHCOMBE, Dennis: **1,062 Elected**
WILSON, Barbara: **984 Elected**
ADAMS, Henry: **927**
JONES, Scott: **871**
WILSON, Diane J: **725**
AULUK, Balbinder: **323**

EASTERN DIVISION (C)

Number of eligible voters: **62,397**
Total number of votes cast: **3,043**
Turnout: **4.9%**
Number of votes found to be invalid (blank /spoiled): **49**
Total number of valid votes to be counted: **2,994**



B. WOOLFORD



S. VINCENT

Result (2 to elect)

WOOLFORD, Barbara: **1,301 Elected**
VINCENT, Simon: **1,133 Elected**
THURGOOD, Jacqui: **857**
PERRIDGE, Sue: **617**
NAWANGA, Allan: **468**
COTTON, Edward: **459**
WILSON, Dean: **249**

MIDLANDS DIVISION (E)

Number of eligible voters: **56,314**
Total number of votes cast: **3,612**
Turnout: **6.4%**
Number of votes found to be invalid (blank /spoiled): **101**
Total number of valid votes to be counted: **3,511**



M. BOWEN



A. WATTS

Result (2 to elect)
BOWEN, Maureen: **1,488 Elected**
WATTS, Andrea: **1,107 Elected**
CONNOR, Bernadette: **778**

WHITE, Paul: **749**
YASIN, Mohammed: **583**
McDERMID, Richard: **521**
KUMAR, Nash: **491**

NORTH EASTERN DIVISION (F)

Number of eligible voters: **56,779**
Total number of votes cast: **3,285**
Turnout: **5.8%**
Number of votes found to be invalid (blank /spoiled): **48**
Total number of valid votes to be counted: **3,237**



M. DIXON



B. LOUGHHEAD

Result (2 to elect)

DIXON, Mike: **1,318 Elected**
KNIGHT, Jayne: **1,074***
LOUGHHEAD, Brian: **1,014* Elected**
FITZGERALD, Pat: **766**
KELL, Allan: **673**
LORD, Stephen: **255**

*Explanatory Note: Given that Mike Dixon and Jayne Knight are both members of Yorkshire Morrisons Branch, the candidate with the highest number of votes has been declared elected together with Brian Loughhead, NE Co-op Distribution Branch, in line with Rule 9 – Executive Council, Section 6 of which states:

"No branch of the Union shall be entitled to have more than one of its members serving at any one time on the Executive Council as an elected member."

SCOTTISH DIVISION (G)

Number of eligible voters: **42,775**
Total number of votes cast: **2,308**
Turnout: **5.4%**
Number of votes found to be invalid (blank /spoiled): **28**
Total number of valid votes to be counted: **2,280**



P. DEVINE



J. HESSION

Result (2 to elect)
DEVINE, Peter: **1,173 Elected**
HESSION, Jean: **1,009 Elected**
WILSON, Frank: **744**
MARTIN, Jacqueline: **418**

SOUTHERN DIVISION (H)

Number of eligible voters: **61,251**
Total number of votes cast: **3,544**
Turnout: **5.7%**
Number of votes found to be invalid (blank /spoiled): **75**
Total number of valid votes to be counted: **3,457**



A. MURPHY



J. BARSTOW

Result (2 to elect)

MURPHY, Amy L: **2,263 Elected**
BARSTOW, John: **1,211 Elected**
HIGGINS, Alan: **825**
POWELL, Peter: **597**
PATEL, Sachin: **516**
MALIK, Imtiaz: **264**

NORTH WEST (K)

Number of eligible voters: **93,318**
Total number of votes cast: **4,375**
Turnout: **7.4%**
Number of votes found to be invalid (blank /spoiled): **80**
Total number of valid votes to be counted: **4,295**



J. JERVIS



D. MCCUSKER



K. DOLAN

Result (3 to elect)

JERVIS, Jan: **2,375 Elected**
MCCUSKER, Danielle: **1,852 Elected**
DOLAN, Kevin: **1,521 Elected**
MCNEILL, Jackie: **1,496**
BELL, Robert: **1,453**

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LEGAL STATEMENT

As Scrutineers appointed in accordance with Section 49 of the Trade Union and Labour Relations (Consolidation) Act 1992 (as amended), we are satisfied as to each of the matters specified in subsection 52(2) with regard to the election. The following points should be noted:

- The person appointed under section 51A to carry out the storage and counting of voting papers was Electoral Reform Services Limited.
- The person appointed under section 51A to carry out the distribution of voting papers was Electoral Reform Services Limited.
- A copy of the register of voters (as at the relevant date) was examined in accordance with section 49(3). The examination took place at our own instance and did not reveal any matter that should be brought to the attention of the trade union.

We would draw your attention to sections 52(4), 52(5), and 52(6). Section 52(4) requires that a copy of this report be published and made available to all members of the union within a three month period from today. This does not, however, mean that every member has to be notified individually.

Yours sincerely,

Alex Lonie
Associate Director and
Manager of Trade Union
Sector

Communication

Your contacts

Always speak to your rep first if you need advice or support.

If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. Alternatively, you can ring our national helpline **0845 6060640*** to be connected to your local office.

*Calls charged at local rate.

The union's head office is:

188 Wilmslow Road, Manchester, M14 6LJ

Tel: 0161 224 2804/249 2400

email: enquiries@usdaw.org.uk

www.usdaw.org.uk

Let us know if your details change...

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Channels

From Aberdeen to Plymouth Usdaw has offices across the UK

Glasgow
Muirfield,
342 Albert Drive,
G41 5PG
T: 0141 427 6561
E: glasgow@usdaw.org.uk

Aberdeen
1 Queens Lane North,
AB15 4DF
T: 01224 652820
E: aberdeen@usdaw.org.uk

Belfast
First Floor, Unit 2, 41
Stockmans Way, BT9 7ET
T: 028 9066 3773
E: belfast@usdaw.org.uk

Edinburgh
39 York Place, EH1 3HP T: 0131 556
5242/557 9109 E: edinburgh@usdaw.org.uk

Newcastle
2 Hedley Court, Tyne & Wear NE29 7ST
T: 0191 296 5333
E: newcastle@usdaw.org.uk

Leeds
Unit 2 Temple Point Business Park,
Bullerthorpe Lane LS15 9JL
T: 0113 232 1320
E: leeds@usdaw.org.uk

Preston
First Floor, Units 6 & 7,
Eastway Business
Village, Olivers Place,
Fulwood, PR2 9WT
T: 01772 704003
E: preston@usdaw.org.uk

Bury St Edmunds
The Anderson Centre,
6 Olding Road,
Suffolk IP33 3TA
T: 01284 775700
E: burystedmunds@usdaw.org.uk

Warrington
5 Ibis Court,
Centre Park, WA1 1RL
T: 01925 578050
E: warrington@usdaw.org.uk

Waltham Cross
Unit 12/13 Regent Gate,
83 High Street,
Hertfordshire EN8 7AF
T: 01992 709280
E: walthamx@usdaw.org.uk

Kegworth
3c Market Place,
Derby DE74 2EE
T: 01509 686900
E: kegworth@usdaw.org.uk

Faversham
11 Jubilee Way,
Kent ME13 8GD
T: 01795 532637
E: faversham@usdaw.org.uk

Redditch
1 Oak Tree Park, Burnt
Meadow Road, Moons
Moat North,
Worcestershire B98 9NW
T: 01527 406290
E: redditch@usdaw.org.uk

London
Ground Floor,
Congress House,
Great Russell Street,
WC1B 3LS
T: 020 7323 5550
E: london@usdaw.org.uk

Cardiff
Unit 10, Oak Tree Court,
Mulberry Drive, Cardiff
Gate Business Park,
Pontprennau CF23 8RS
T: 029 2073 1131
E: cardiff@usdaw.org.uk

Morden
Meldrum House,
89-91 Middleton Road,
Surrey SM4 6RF
T: 020 8687 5950
E: morden@usdaw.org.uk

Plymouth
First Floor, Rhin House,
24 William Prance Road,
PL6 5WR
T: 01752 765930
E: plymouth@usdaw.org.uk

Bristol
Unit D Abbey Wood
Business Park,
Emma Chris Way,
Filton BS34 7JU
T: 0117 931 9730
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For more information call 0343 178 7771. **Apply today at**
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*Retail partners and cashback are subject to change. Some retailer exclusions apply. ** The Usdaw Prepaid Plus Card is free to apply for, you simply pay a monthly fee of £1.95. The first fee will be charged within 30 days of successful application. We will need to do some identity checks, but there are no credit checks or lengthy application process. You must be a Usdaw member to apply.

This card is issued by PrePay Technologies Ltd pursuant to license by MasterCard International Incorporated. This card is an electronic money product. The electronic money associated with this card is provided by PrePay Technologies Ltd, a company regulated by the Financial Conduct Authority (FRN 900010) for the issuance of electronic money. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated. The Usdaw Prepaid Plus card has been arranged for you by Usdaw and Usdaw Prepaid Plus. Usdaw Prepaid Plus is a trading name of Union Income Limited ('UI'). UI is registered in England and Wales. No. 06595562. Registered office: 4th Floor, 7/10 Chandos Street, London, W1G 9DQ.

No application fee · No credit checks · Unlimited cashback

Our Services and Benefits Package Cannot be Beaten

Usdaw
Union of Shop, Distributive
and Allied Workers

Sata
Superior, Administrative,
and Technical Association

Usdaw's services and benefits package offers fantastic value for money and ranks amongst the very best of all Britain's trade unions whilst ensuring the subscription rate you pay remains one of the lowest.

At our recent Annual Conference, Usdaw delegates, representing all 432,000 members, voted overwhelmingly for an increase in the weekly subscription from 29 June 2015. This increase will ensure that the Union retains a sound financial base and can continue to offer you a comprehensive range of professional services.

Our legal services can make a real difference



Legal Plus offers you and your family a wide range of legal services. In 2014 more than £19 million was won in compensation for our members. Key aspects of the Legal Plus service include:

- **FirstCall Usdaw – 0800 055 6333* – FREE** Accident Claim Line.
- Advice from lawyers who specialise in accident or work-related disease and injury cases.
- You are covered for any accident in the UK, any time, any place.
- If you win, you keep all your compensation and Usdaw meets all your costs.
- **FREE** will-writing service for you and your partner.
- **LOW COST** probate and conveyancing service for you and your partner.
- Your immediate family are fully covered for road traffic claims.
- **FREE** initial legal advice on any matter not connected to work and follow-up assistance at competitive rates.

*Free, only if calling from a landline. Calling from a mobile will incur your contract rate charges. Alternatively ring 01455 255227 from your mobile.

Professional services from a modern union

- **FREE** professional assistance and advice on all employment matters including grievance and disciplinary hearings.
- **FREE** cash benefits.
- Health and safety/pension advice.
- Union education and training.
- Special member offers and discounts from well-known companies.

Full details of Usdaw's benefits and professional services are available from your Union rep or visit our website www.usdaw.org.uk or call the Usdaw helpline on **0845 60 60 640***

*calls charged at local rate

Scan here**

To view the latest news, information and resources on your mobile.



www.usdaw.org.uk

**To scan the code, download a QR reader app from your app store. A charge may be applied by your network provider.

The Legal Plus service is offered subject to the Rules of the Scheme. A member must be fully paid up at the time of the problem and remain so. Legal assistance will not be granted to a family member if they should have been in Usdaw themselves. Legal assistance cannot be granted to bring proceedings against the Union.

WEEKLY CONTRIBUTION RATES

Scale	A	B	C
Weekly Subscription	£2.32	£2.02	£1.45

SICKNESS GRANT*

Scale	A	B	C
Payment after continuous period of 6 weeks	£30	£25	£15
Payment after 20 weeks	£100	£40	£30
Payment after 40 weeks	£75	£50	£35
Payment after 52 weeks	£100	£55	£40

*Please note each Sickness Grant is a 'one-off' payment for the period stated and is not payable weekly.

PERMANENT DISABLEMENT GRANT

Scale	A	B	C
Total	£4,000	£1,000	£1,000
Partial	£2,000	£500	£500

MATERNITY/ADOPTION BENEFIT

Scale	A	B	C
Grant	£30	£25	£20

PATERNITY/ADOPTION BENEFIT

Scale	A	B	C
Grant	£30	£25	£20

DEATH GRANT

Scale	A	B	C
Funeral	£650	£210	£140
Industrial Accident	£6,000	£1,500	£1,500
Non-Industrial Accident	£2,000	£500	£500

DISPUTE BENEFIT

Scale	A	B	C
Weekly Benefit	£50	£50	£50

Benefits are payable in accordance with the Union rule book and any entitlement depends on paying your contributions regularly and not falling into arrears. Benefits can only be claimed (except dispute and victimisation benefit) after 12 months' continuous membership. All rates effective from 29 June 2015.